



## Frequently Asked Questions

### Who do I contact with questions?

Indiana Share Office

Phone: (317) 234-5650

Email: [share@library.in.gov](mailto:share@library.in.gov)

Fax: (317) 232-0002

### How long is the loan period?

The length of the loan is determined by the lending library.

### May materials be renewed?

The lending library determines if an item may be renewed. Borrowing libraries interested in renewing an item may send an email to Indiana Share ([share@library.in.gov](mailto:share@library.in.gov)) requesting the renewal. Indiana Share will request the renewal through OCLC and reply to your request with the new due date. You will be notified if the request for renewal was denied.

### How do I participate if I don't have an internet connection in my library?

It is to the benefit of the participating libraries and their patrons to submit requests electronically. Electronic submissions increase the speed and accuracy of the transactions.

A [paper form](#) is available and may be faxed to (317) 232-0002.

## **Indiana Share - FAQ**

### **What should a borrowing library do when it receives materials?**

It is important for libraries to update Indiana Share when they receive and return interlibrary loan materials. Please e-mail [share@library.in.gov](mailto:share@library.in.gov) the titles of the books and the transaction numbers found on the label on the front of the materials so that Indiana Share staff can update the OCLC records to “Received” and “Returned.”

An Excel workbook template is available on the Indiana Share homepage. You may send this to Indiana Share staff as an email attachment. Libraries without an internet connection may fax their updates to (317) 232-0002.

An update should be sent to the State Library staff regularly, preferably at least once a week.

### **What happens when a request is not filled by 5 libraries? Is it cancelled? Do libraries have to resubmit?**

If a request is not filled by the first 5 libraries in OCLC it will be sent to a second group of 5 libraries. This will continue until all possible lenders are exhausted. If you have indicated that you are willing to pay postage for out-of-state items,

Indiana Share will continue to search for the item regionally, then nationally. You will be contacted by email if the item is not available or found.

### **Why are my requests for movies/CDs/new items always cancelled?**

Many libraries have policies that prohibit the lending of items published recently, and/or audio / visual materials. To increase your chances of obtaining materials like this, please consider paying postage so that the Indiana Share staff can search out of state.

### **How much are overdue or late fees?**

These materials fall under the loan and fine policies of the lending library. In the event of accrued fines, or lost or damaged materials, you will be contacted directly by the lending library.

## Indiana Share - FAQ

### **Is there a default maximum cost for requests (cost of postage, if out of state) and will a library be responsible for the cost of an out-of-state item being mailed to them, or only the return postage?**

The default cost is set at free. Libraries in Indiana will be searched first so that the item may be shipped using InfoExpress.

If the materials cannot be found in Indiana, libraries will be contacted about any shipping fees before the request is placed. Interlibrary loan requests from out of state typically ship at a reduced cost via Library Rate. Please let us know if that is permissible to your library/the patron.

### **Where do requests for information/research should be sent? (i.e., a patron doesn't know what they want but they want something on the Mayflower.)**

These types of questions are considered reference requests and are not handled by the Indiana Share staff.

Please direct these questions to the Indiana State Library Reference staff for assistance, using one of the following methods:

- [Ask-A-Librarian](#)
- [ISL Reference Chat](#)
- Telephone: (317) 232-3678
- Indiana toll free: 1-866-683-0008
- Fax: (317) 232-3728

For more information, please visit: <http://www.in.gov/library/5547.htm>

### **How do I cancel a request?**

Log into your Indiana Share account. Select the link to "Outstanding Requests" from the menu on the left. Open the request you would like to cancel by clicking on the transaction number. There will be a link (in red) at the top of the transaction.

If your request has already been processed, you will not be able to cancel it in this manner. In this case, please email or call the staff and they may be able to cancel the request before any lending libraries send the item.

## Indiana Share - FAQ

### I have a question about InfoExpress. Who can I contact?

Please contact the delivery service at:

#### **Wheels Assured Logistics**

**Phone:** (317) 322-1919  
**Toll Free:** (800) 348-9972  
**E-mail:** [Amy.Golden@wheelsassured.com](mailto:Amy.Golden@wheelsassured.com) or  
**Fax:** (317) 322-2076

Or:

#### **InfoExpress / ILL Coordinator**

D. Michael Hicks  
Indiana State Library  
315 West Ohio Street, Room 413  
Indianapolis, IN. 46202  
**Phone:** (317) 232-3699  
**Toll free:** 1-877-835-0014  
**Email:** [dhick@library.in.gov](mailto:dhick@library.in.gov)  
**Fax:** (317) 232-0002